

VENUE SURVEY

CHARACTERISTICS, DESIGN, CAPACITY

QUESTIONNAIRE NUMBER: (QID)

VENUE ID #: (VID)

VENUE NAME: (VNAME)

INTERVIEWER NAME: (IWER)

SECTION 1: ABOUT THE VENUE

INSTRUCTIONS: Questions in section 1 should be filled out on the first line of each field prior to the interview. Once arriving at the venue, the information must be verified. All data that are correct should be indicated with a check mark in the box in each item. Incorrect information should be corrected on the second line.

VENUE ADDRESS	VERIFY	OTHER INFORMATION	VERIFY
Number/Street (VADDa) verified (VADDb) _____ _____	<input type="checkbox"/>	Country Code + Venue Telephone Number (VPHONEa) verified (VPHONEb) _____ _____	<input type="checkbox"/>
Village/Town (VTOWNa) verified (VTOWNb) _____ _____	<input type="checkbox"/>	Venue Email Address (VEMAILa) verified (VEMAILb) _____ _____	<input type="checkbox"/>
District/Province/State (VDSTRa) verified (VDSTRb) _____ _____	<input type="checkbox"/>	Country (VCNTRYa) verified (VCNTRYb) _____ _____	<input type="checkbox"/>
Postal Code (VPOSTa) verified (VPOSTb) _____ _____	<input type="checkbox"/>		
1.1 Taxonomy: Ownership (Q1_1_1a) <input type="checkbox"/> (Q1_1_1b) Business Mode (Q1_1_2a) <input type="checkbox"/> (Q1_1_2b) Internet Access Fee (Q1_1_3a) <input type="checkbox"/> (Q1_1_3b) Venue Type (Q1_1_4a) <input type="checkbox"/> (Q1_1_4b) Mobility (Q1_1_5a) <input type="checkbox"/> (Q1_1_5b)		1.2 Local Taxonomy (optional) 1) (Q1_2_1a) <input type="checkbox"/> (Q1_2_1b) 2) (Q1_2_2a) <input type="checkbox"/> (Q1_2_2b) 3) (Q1_2_3a) <input type="checkbox"/> (Q1_2_3b)	
1.3 Year established: (Q1_3_1a) <input type="checkbox"/> (Q1_3_1b) or Years in operation: (Q1_3_2a) <input type="checkbox"/> (Q1_3_2b)		1.4 Approximate number of people using computers in the venue. (at the time of entering the venue) [Specify ➔] __(Q1_4)_____	
1.5 Privacy of interview: (Q1_5) <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low			

SECTION 2: ABOUT THE VENUE LAYOUT

These questions are to be filled out by the interviewer at the venue location prior to the start of the interview.

INSTRUCTIONS FOR COMPLETING THE SURVEY:

- For multiple choice questions mark an "x" in the box next to the answer that best fits the response (☒).
- If you make a mistake completely fill in the box (■) that has been marked incorrectly and mark an "x" in the correct box (☒).
- Please print clearly

<p>2.1 Photos (Q2_1_1) _____ # Exterior (Q2_1_2) _____ # Interior</p>	<p>2.2 Location (Q2_2)</p> <p><input type="checkbox"/> 1 Central/busy area <input type="checkbox"/> 2 Average <input type="checkbox"/> 3 Isolated</p>
<p>2.3 Building/Space Condition (Q2_3)</p> <p><input type="checkbox"/> 1 New/renovated <input type="checkbox"/> 2 Mid-range (Not new but in generally good condition with no need for major repairs) <input type="checkbox"/> 3 Run-down</p>	<p>2.4 Visibility (Q2_4)</p> <p><input type="checkbox"/> 1 Good (located on major street and has good signage) <input type="checkbox"/> 2 Medium <input type="checkbox"/> 3 Poor (no sign)</p>
<p>2.5 Wheelchair accessibility (Q2_5)</p> <p><input type="checkbox"/> 1 Good (flat, no stairs or stairs) <input type="checkbox"/> 2 Good (has a ramp/elevator) <input type="checkbox"/> 3 Moderate (single, small step but no ramp) <input type="checkbox"/> 4 Poor (stairs, no ramp)</p>	<p>2.6 Configuration (Q2_6)</p> <p><input type="checkbox"/> 1 Open computing <input type="checkbox"/> 2 Private booths <input type="checkbox"/> 3 Mixed</p>
<p>2.7 Venue description (what this venue would be commonly described as) (Q2_7)</p> <p><input type="checkbox"/> 1 Library <input type="checkbox"/> 2 Cybercafe <input type="checkbox"/> 3 Telecenter <input type="checkbox"/> 4 Other_(Q2_7x) _____</p>	
<p>2.8 Language: (Q2_8) _____</p>	
<p>2.9 Other notes (Q2_9)</p>	
<p>2.10 Has the consent form been read and agreed to? (Q2_10)</p> <p><input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No</p>	

SECTION 3: VENUE INFRASTRUCTURE

INSTRUCTIONS FOR COMPLETING THE SURVEY:

- Read each question and the answer option out loud to the respondent.
- Instructions to the enumerator are enclosed in [brackets] and are not to be read aloud.
- Some questions will also ask you to write in the response. Clearly print the answer in the right hand column, when specified.
- It may be the case that the respondent does not know the answers to certain questions or entire section. In these situations, find out who would know the answer and answer all questions possible. The demographics sections should be filled out **ONLY** for the initial person answering the survey. In the left-hand column next to each question in the survey, indicate "1" if the initial respondent answered the question or "0" if the answer came from a different individual

INTERVIEW DATE	(IWDATE)
	MM / DD /YYYY
START TIME	(START_1) (START_2)
	00:00 PM/AM

RESPONDENT	QUESTION	WRITE IN ANSWER
(R3_1)	3.1 What is the total number of computers at this venue for public use? (includes PCs and laptops) [Specify ➔] (Q3_1)	
(R3_2)	3.2 How many of these computers are connected to the Internet? [Specify ➔] (Q3_2)	
(R3_3)	3.3 Are the computers in this venue all the same? (Q3_3)	
	<input type="checkbox"/> Yes [Skip to 3.10]	
	<input type="checkbox"/> No	
(R3_4)	3.4 How old is the newest computer at this venue? [Specify ➔]	(Q3_4y) Year(s)/ (Q3_4m) Month(s)
	<input type="checkbox"/> Don't know (Q3_4)	
(R3_5)	3.5 How old is the oldest computer at this venue? [Specify ➔]	(Q3_5y) Year(s)/ (Q3_5m) Month(s)
	<input type="checkbox"/> Don't know (Q3_5)	
(R3_6)	3.6 What is the size of the fastest computer's hard drive? [Specify ➔]	(Q3_6x) GB
	<input type="checkbox"/> Don't know (Q3_6)	
(R3_7)	3.7 What is the speed of the fastest computer's processor? [Specify ➔]	(Q3_7x) MHz <input type="checkbox"/> or GHz <input type="checkbox"/> [check one] (Q3_7kx)
	<input type="checkbox"/> Don't know (Q3_7)	
(R3_8)	3.8 What is the size of the fastest computer's RAM? [Specify ➔]	(Q3_8x) MB <input type="checkbox"/> or GB <input type="checkbox"/> [check one] (Q3_8kx)
	<input type="checkbox"/> Don't know (Q3_8)	
(R3_9)	3.9 How many computers are the same as the fastest computer? [Specify ➔]	(Q3_9x)
	<input type="checkbox"/> Don't know (Q3_9) [Skip to 3.14]	

Skip to 3.14

(R3_10)	3.10 How old are this venue's computers?	(Q3_10y) Year(s)/ (Q3_10m) Month(s)
(R3_11)	3.11 What is the size of this venue's computers' hard drives? [Specify ➔]	(Q3_11x) GB
(R3_12)	3.12 What is the speed of this venue's computers' processors? [Specify ➔]	(Q3_12x) MHz <input type="checkbox"/> or GHz <input type="checkbox"/> [check one] (Q3_12kx)
(R3_13)	3.13 What is the size of this venue's computers' RAM? [Specify ➔] (Q3_13)	(Q3_13x) MB <input type="checkbox"/> or GB <input type="checkbox"/> [check one] (Q3_13kx)

SECTION 3: VENUE INFRASTRUCTURE

R	QUESTION	WRITE IN ANSWER	
(R3_14)	3.14 What type of Internet connection does this venue have? [choose ONE] (Q3_14)		
	<input type="checkbox"/> DSL		
	<input type="checkbox"/> Satellite		
	<input type="checkbox"/> Dedicated Trunk		
	<input type="checkbox"/> EDGE/GPRS		
	<input type="checkbox"/> Dial-up		
	<input type="checkbox"/> None		
	<input type="checkbox"/> Other [Specify →]	(Q3_14x)	
(R3_15)	3.15 What is the maximum bandwidth provided by this venue's Internet service provider? (Q3_15) [Specify →]	(Q3_15x) ____ Kbits <input type="checkbox"/> or Mbits <input type="checkbox"/> [check one] ____ (Q3_15kx)	
	<input type="checkbox"/> Don't know		
	<input type="checkbox"/> Not applicable (no internet)		
(R3_16)	3.16 What operating systems are available (note version if available)? [Choose all that apply and →]	Specify Version	
	<input type="checkbox"/> Windows (Q3_16_1)	(Q3_16_1x)	
	<input type="checkbox"/> Mac OS (Q3_16_2)	(Q3_16_2x)	
	<input type="checkbox"/> Linux (Q3_16_3)	(Q3_16_3x)	
	<input type="checkbox"/> Unix (Q3_16_4)	(Q3_16_4x)	
	<input type="checkbox"/> Other (Q3_16_5)	(Q3_16_5x)	
(R3_17)	3.17 What means are available for tracking this venue's computer usage? (Q3_17)		
	<input type="checkbox"/> Electronic monitoring or log servers that store usage data		
	<input type="checkbox"/> Other types of data		
	<input type="checkbox"/> Both electronic monitoring and other types of data		
	<input type="checkbox"/> No means of tracking operations [Skip to 3.24]		
(R3_18)	3.18 Have you ever analyzed computer usage data with a view to understand better and/or improve the operation of this venue? (Q3_18)		
	<input type="checkbox"/> Yes		
	<input type="checkbox"/> No		
(R3_19)	3.19 Would you be willing to share a small part of this venue's computer user and usage data with us in the future? (Q3_19)		
	<input type="checkbox"/> Yes		
	<input type="checkbox"/> No		
	3.20 Does this venue have	YES	NO
(R3_20a)	a. An electrical fuse box or circuit breaker box (Q3_20a)	<input type="checkbox"/>	<input type="checkbox"/>
(R3_20b)	b. Enough outlets for all computers (Q3_20b)	<input type="checkbox"/>	<input type="checkbox"/>
(R3_20c)	c. Power connected directly to the grid (Q3_20c)	<input type="checkbox"/>	<input type="checkbox"/>
(R3_20d)	d. Power backup, like a UPS or generator (Q3_20d)	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 3: VENUE INFRASTRUCTURE

	3.21 In the past twelve months, how often were at least one-quarter of this venue's computers unusable because of each of the following?	EVERY DAY OR MOST DAYS	ABOUT ONCE A WEEK	ABOUT ONCE A MONTH	LESS THAN ONCE A MONTH	A FEW TIMES A YEAR	NEVER	DON'T KNOW
(R3_21a)	a. Power outages or brownouts (Q3_21a)	1	2	3	4	5	6	7
(R3_21b)	b. Viruses (Q3_21b)	1	2	3	4	5	6	7
(R3_21c)	c. Computer hardware problems (Q3_21c)	1	2	3	4	5	6	7
(R3_21d)	d. Internet connection problems (Q3_21d)	1	2	3	4	5	6	7
(R3_21e)	e. Other (Q3_21e) [Specify: (Q3_21ex)]	1	2	3	4	5	6	7

SECTION 4: FINANCING AND COSTS

R	QUESTION	WRITE IN ANSWER		
(R4_1)	4.1 Is this venue currently affiliated with a larger firm, organization, or network? (Q4_1)			
	<input type="checkbox"/> Yes			
	<input type="checkbox"/> No			
	a. Which one? [Specify ➔]	(Q4_1a)		
(R4_2)	4.2 What are this venue's top TWO sources of funding for public access computing operations? Is it: [Check TWO]			
	<input type="checkbox"/> Government support (Q4_2_1)			
	<input type="checkbox"/> NGO support (Q4_2_2)			
	<input type="checkbox"/> Grants (Q4_2_3)			
	<input type="checkbox"/> Community contribution (Q4_2_4)			
	<input type="checkbox"/> Usage/service fees (Q4_2_5)			
	<input type="checkbox"/> Other [Specify ➔] (Q4_2_6)	(Q4_2_6x)		
	<input type="checkbox"/> Don't know/not sure (Q4_2_7)			
(R4_3)	4.3 What is the center's total revenue (or operating income) from public access computing operations in a typical month?	(Q4_3)		
(R4_4)	4.4 Which <u>three</u> venue services provide the most revenue? [list services below and specify average monthly income in the column to the right ➔]	Average Monthly Income		
	1) (Q4_4_1)	(Q4_4_1x)		
	2) (Q4_4_2)	(Q4_4_2x)		
	3) (Q4_4_3)	(Q4_4_3x)		
	<input type="checkbox"/> This venue has no fee based services (Q4_4)			
(R4_5)	4.5 How much of a <i>typical month's</i> expenses for public access computing operations are for each of the following? [check the types of expenses below and write the actual value in the local currency. If the respondent cannot give a value, he/she can give a percent of the total month's expenses. ➔]	Value (in local currency)	Percent	DON'T KNOW
	<input type="checkbox"/> Internet connection (Q4_5_1)	(Q4_5_1xv)	(Q4_5_1xp) (Q4_5_1a) ➔	[1]
	<input type="checkbox"/> Software/licenses (yearly/12 if necessary) (Q4_5_2)	(Q4_5_2xv)	(Q4_5_2xp) (Q4_5_2a) ➔	[1]
	<input type="checkbox"/> Buying and repairing computers/hardware (Q4_5_3)	(Q4_5_3xv)	(Q4_5_3xp) (Q4_5_3a) ➔	[1]
	<input type="checkbox"/> Staff salary (Q4_5_4)	(Q4_5_4xv)	(Q4_5_4xp) (Q4_5_4a) ➔	[1]
	<input type="checkbox"/> Training for staff (Q4_5_5)	(Q4_5_5xv)	(Q4_5_5xp) (Q4_5_5a) ➔	[1]
	<input type="checkbox"/> Rent (Q4_5_6)	(Q4_5_6xv)	(Q4_5_6xp) (Q4_5_6a) ➔	[1]
	<input type="checkbox"/> Variable expenses (i.e. electricity, water) (Q4_5_7)	(Q4_5_7xv)	(Q4_5_7xp) (Q4_5_7a) ➔	[1]
	<input type="checkbox"/> Other (Q4_5_8) [Specify: ___(Q4_5_8xx)___]	(Q4_5_8xv)	(Q4_5_8xp) (Q4_5_8a) ➔	[1]
(R4_6)	4.6 What are the center's total expenses for public access computing operations in a typical month? [Specify ➔]	(Q4_6)		
(R4_7)	4.7 Taking into account all expenses and revenues, is the center: (Q4_7)			
	<input type="checkbox"/> Losing money			
	<input type="checkbox"/> Breaking even			
	<input type="checkbox"/> Making money			
	<input type="checkbox"/> Don't know			
	<input type="checkbox"/> Not applicable [for venues that do not collect usage fees of any kind]			

SECTION 5: STAFFING

This section will ask you questions about the staffing for this venue's public access computing operations. These first questions refer to the number of staff currently working in this venue's public access operation.

R	QUESTION	WRITE IN ANSWER
(R5_1)	5.1 How many <i>paid</i> public access computing staff at this venue are	
	Male [Specify ➔]	(Q5_1mx)
	Female [Specify ➔]	(Q5_1fx)
	<input type="checkbox"/> No paid public access computing staff (Q5_1)	
(R5_2)	5.2 How many <i>unpaid</i> public access computing staff at this venue are (Q5_2)	
	Male [Specify ➔]	(Q5_2mx)
	Female [Specify ➔]	(Q5_2fx)
	<input type="checkbox"/> No unpaid public access computing staff (Q5_2)	
(R5_3)	5.3 How many of this venue's <i>paid</i> public access computing staff have the skills to assist computer users with technical problems?	(Q5_3x)
	<input type="checkbox"/> No paid public access computing staff (Q5_3)	
(R5_4)	5.4 How many of this venue's <i>unpaid</i> public access computing staff have the skills to assist computer users with technical problems?	(Q5_4x)
	<input type="checkbox"/> No unpaid public access computing staff (Q5_4)	
(R5_5)	5.5 How many of this venue's <i>paid</i> public access computing staff have the general skills to assist computer users in finding information they are searching for?	(Q5_5x)
	<input type="checkbox"/> No paid public access computing staff (Q5_5)	
(R5_6)	5.6 How many of this venue's <i>unpaid</i> public access computing staff have the general skills to assist computer users in finding information they are searching for?	(Q5_6x)
	<input type="checkbox"/> No unpaid public access computing staff (Q5_6)	
(R5_7)	5.7 What characteristics of this venue's public access computing staff members are most important for helping computer users? Choose the three characteristics that are most applicable. [Leave check box blank if characteristic is not selected]	
	<input type="checkbox"/> (Q5_7_1) Venue staff are skilled at software use	
	<input type="checkbox"/> (Q5_7_2) Venue staff are skilled at hardware and software use and are generally knowledgeable about computers	
	<input type="checkbox"/> (Q5_7_3) Venue staff are able to assist users in searching for information	
	<input type="checkbox"/> (Q5_7_4) Venue staff share similar social or cultural characteristics with users, such as gender, caste, community, socio-economic level, or age	
	<input type="checkbox"/> (Q5_7_5) Venue staff are patient and listen to users' needs	
	<input type="checkbox"/> (Q5_7_6) Venue staff are caring	
	<input type="checkbox"/> (Q5_7_7) Venue staff are able to help users perform computer tasks that users are not able to on their own because of a physical disability	
	<input type="checkbox"/> (Q5_7_8) Other [Specify ➔]	(Q5_7_9x)
(R5_8)	5.8 Which of the following types of in-house or outside training does this venue provide for its public access computing staff? [Choose all that apply]	
	<input type="checkbox"/> Developing technical computer skills (Q5_8_1)	
	<input type="checkbox"/> Developing information literacy skills, such as how to access and use Internet-based resources (Q5_8_2)	
	<input type="checkbox"/> Skills to help assist and serve users (Q5_8_3)	
	<input type="checkbox"/> None of the above (Q5_8_4)	

SECTION 6: SERVICES

The next set of questions is about the various services offered here.

R	QUESTION	SUB QUESTION			
		Is this available?	Is there a fee?	What is the price per ...? [If pricing system is tiered, give the range]	On a typical day, how many people use this service?
(R6_1a)	a. Computer usage without Internet	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1a_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1a_2)	____/hour(Q6_1a_3)	(Q6_1a_4)
(R6_1b)	b. Internet usage on venue computer	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1b_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1b_2)	____/hour(Q6_1b_3)	(Q6_1b_4)
(R6_1c)	c. Wi-fi or Ethernet for use with personal computers	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1c_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1c_2)	____/hour(Q6_1c_3)	(Q6_1c_4)
(R6_1d)	d. Photocopying	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1d_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1d_2)	____/page (Q6_1d_3)	(Q6_1d_4)
(R6_1e)	e. Printing	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1e_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1e_2)	____/page (Q6_1e_3)	(Q6_1e_4)
(R6_1f)	f. Scanning	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1f_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1f_2)	____/page (Q6_1f_3)	(Q6_1f_4)
(R6_1g)	g. Faxing	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1g_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1g_2)	____/page (Q6_1g_3)	(Q6_1g_4)
(R6_1h)	h. CD writing	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1h_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1h_2)	____/CD (Q6_1h_3)	(Q6_1h_4)
(R6_1i)	i. Hardware or software designed for people with disabilities	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1i_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1i_2)	____/hour(Q6_1i_3)	(Q6_1i_4)
(R6_1j)	j. Document preparation for users	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1j_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1j_2)	____/hour(Q6_1j_3)	(Q6_1j_4)
(R6_1k)	k. Public phone use or sale of phone cards	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1k_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1k_2)		(Q6_1k_4)
(R6_1l)	l. Web design for users	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1l_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1l_2)		(Q6_1l_4)
(R6_1m)	m. Training (access to online courses)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1m_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1m_2)		(Q6_1m_4)
(R6_1n)	n. Training (in-house)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1n_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1n_2)		(Q6_1n_4)
(R6_1o)	o. Job placement	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1o_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1o_2)		(Q6_1o_4)
(R6_1p)	p. e-government services provided specifically by this venue or venue network	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1p_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1p_2)		(Q6_1p_4)
(R6_1q)	q. e-health services provided specifically by this venue or venue network	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1q_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1q_2)		(Q6_1q_4)
(R6_1r)	r. e-commerce services provided specifically by this venue or venue network	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1r_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1r_2)		(Q6_1r_4)
(R6_1s)	s. Assistance with online services, such as e-government and e-banking	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1s_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1s_2)		(Q6_1s_4)
(R6_1t)	t. Technical support and computer repair services for users' personal computers	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1t_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1t_2)		(Q6_1t_4)

SECTION 6: SERVICES

(R6_1u)	u. Hardware rental	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1u_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1u_2)		(Q6_1u_4)
(R6_1v)	v. Sales of computer parts or products	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1v_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1v_2)		(Q6_1v_4)
(R6_1w)	w. Video or arcade games	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1w_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1w_2)		(Q6_1w_4)
(R6_1x)	x. Availability of food and beverages	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1x_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1x_2)		(Q6_1x_4)
(R6_1y)	y. Social area for relaxing	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1y_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1y_2)		(Q6_1y_4)
(R6_1z)	z. Does this venue provide any other services? [specify: ___ (Q6_1zx) ___]	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1z_1)	<input type="checkbox"/> Yes <input type="checkbox"/> No (Q6_1z_2)		(Q6_z_4)

This next set of questions asks about the features of this venue.

R	QUESTION	IMPORTANCE					
		NOT IMPORTANT AT ALL 1	2	3	VERY IMPORTANT 4	DON'T KNOW 5	NA – VENUE DOESN'T HAVE THIS FEATURE 6
	6.2 On a scale of 1 to 4, with 1 being “not important at all” and 4 being “very important”, please indicate how important the following features are in attracting users to this venue.						
(R6_2a)	a. There is no other option in the area (Q6_2a)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2b)	b. Convenient location (for example, close to home, school, or workplace) (Q6_2b)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2c)	c. Cost of services is affordable (Q6_2c)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2d)	d. Hours are convenient (Q6_2d)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2e)	e. The venue does not restrict access to programs and websites that users want (Q6_2e)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2f)	f. Venue is quiet (Q6_2f)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2g)	g. Users don't need to wait in line to use computers (Q6_2g)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2h)	h. The computers are in good working condition (Q6_2h)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2i)	i. The Internet connection is fast (Q6_2i)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2j)	j. Users can come to meet friends (Q6_2j)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2k)	k. Venue staff are knowledgeable and helpful (Q6_2k)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2l)	l. Layout allows privacy (Q6_2l)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2m)	m. Provides content in the local language (Q6_2m)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2n)	n. Provides assistance to people with low literacy (Q6_2n)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2o)	o. Provides physical and/or computer access for people with disabilities (Q6_2o)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_2p)	p. The environment is safe and/or supportive of male and female genders (Q6_2p)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R6_3)	6.3 What computer activities does this venue have restrictions on? [check all that apply]						
	<input type="checkbox"/> No restrictions on use [Skip to 6.6] (Q6_3_1)						
	<input type="checkbox"/> Gaming (Q6_3_2)						
	<input type="checkbox"/> Chatting using VOIP and/or instant messaging (Q6_3_3)						
	<input type="checkbox"/> Using social networking applications, such as Facebook, Orkut, Myspace, Hi5 (Q6_3_4)						
	<input type="checkbox"/> Downloading software (Q6_3_5)						
	<input type="checkbox"/> Downloading music/videos (Q6_3_6)						
	<input type="checkbox"/> Listening to music/watching videos (Q6_3_7)						
	<input type="checkbox"/> Viewing pornography (Q6_3_8)						

SECTION 6: SERVICES

R	QUESTION	IMPORTANCE
	<input type="checkbox"/> Viewing other types of content (Q6_3_9)	
	<input type="checkbox"/> Does this venue restrict other activities? (Q6_3_10) [Specify ➔]	(Q6_3_10x)
(R6_4)	6.4 Does this venue use filters/software to block offensive Internet content? (Q6_4)	
	<input type="checkbox"/> Yes	
	<input type="checkbox"/> No	
	<input type="checkbox"/> Don't Know	
(R6_5)	6.5 In general, do you feel the computer usage restrictions within this venue attract or discourage users from coming to the venue? (Q6_5)	
	<input type="checkbox"/> Attract	
	<input type="checkbox"/> Discourage	
	<input type="checkbox"/> No impact	
	<input type="checkbox"/> Don't know	

R	QUESTION	RESPONSE				
	6.6 Approximately how many people with the following types of physical disabilities use this venue per week?	NONE	1-5	6-10	MORE THAN 10	DON'T KNOW
(R6_6a)	a. Seeing (Q6_6a)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(R6_6b)	b. Hearing (Q6_6b)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(R6_6c)	c. Using arms (Q6_6c)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(R6_6d)	d. Using legs (Q6_6d)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(R6_6e)	e. Combination of the above (Q6_6e)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(R6_6f)	f. Other (Q6_6f) [Specify ➔] _____(Q6_6fx)_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

R	QUESTION	WRITE IN ANSWER
(R6_7)	6.7 What services or features does this venue provide specifically for people with physical or developmental disabilities? [Choose all that apply]	
	<input type="checkbox"/> Special keyboards and mice (Q6_7_1)	
	<input type="checkbox"/> Speaking software for people with vision disabilities (Q6_7_2)	
	<input type="checkbox"/> Workstations that can accommodate wheelchairs (Q6_7_3)	
	<input type="checkbox"/> An employee who knows sign language and can help people with hearing disabilities (Q6_7_4)	
	<input type="checkbox"/> Other (Q6_7_5) [Specify ➔]	(Q6_7_5x)
	<input type="checkbox"/> None (Q6_7_6)	
(R6_8)	6.8 What language(s) do you usually use to communicate with this venue's computer users? (Q6_8)	
	<input type="checkbox"/> <<National language>>	
	<input type="checkbox"/> English (if different from national language)	
	<input type="checkbox"/> Local language 1	
	<input type="checkbox"/> Local language 2	

SECTION 6: SERVICES

R	QUESTION	WRITE IN ANSWER
(R6_9)	6.9 Does this venue provide access to content in the local language? For example, local language information on CDs, translation software, software in the local language. (O6_9)	
	1 Yes	
	2 No	

SECTION 7: TRAFFIC AND USAGE

The following questions about hours of operation, traffic, and usage are specifically refer to computer usage by the general public.

R	QUESTION	[IF VENUE IS NOT OPEN ON A PARTICULAR DAY, MARK AN "X" IN THE BOX]						
		RECORD HOURS						
		MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
(R7_1)	7.1 What time does this venue open and close for public computer use on each of the following days of the week?							
	a. Open	(Q7_1a_1)	(Q7_1a_2)	(Q7_1a_3)	(Q7_1a_4)	(Q7_1a_5)	(Q7_1a_6)	(Q7_1a_7)
	b. Close	(Q7_1b_1)	(Q7_1b_2)	(Q7_1b_3)	(Q7_1b_4)	(Q7_1b_5)	(Q7_1b_6)	(Q7_1b_7)
(R7_2)	7.2 In a typical week how many users from the public come to this venue to use computers?							
	a. Number of users	(Q7_2a_1)	(Q7_2a_2)	(Q7_2a_3)	(Q7_2a_4)	(Q7_2a_5)	(Q7_2a_6)	(Q7_2a_7)
	b. What % are female?	(Q7_2b_1)	(Q7_2b_2)	(Q7_2b_3)	(Q7_2b_4)	(Q7_2b_5)	(Q7_2b_6)	(Q7_2b_7)

R	QUESTION	WRITE IN ANSWER
(R7_3)	7.3 How many days per year is this venue closed for public computer use, such as for major national holidays or other reasons? [Specify →]	(Q7_3)

R	QUESTION	WRITE IN ANSWER	
		TYPICAL WEEKDAY	TYPICAL WEEKEND DAY
	7.4 What is the average number of public computer users at this venue during the following times:		
(R7_4a)	a. Morning [Specify →]	(Q7_4a_1)	(Q7_4a_2)
(R7_4b)	b. Afternoon [Specify →]	(Q7_4b_1)	(Q7_4b_2)
(R7_4c)	c. Night [Specify →]	(Q7_4c_1)	(Q7_4c_2)
(R7_4d)	d. Late night/early morning [Specify →]	(Q7_4d_1)	(Q7_4d_2)

R	QUESTION	WRITE IN ANSWER
(R7_5)	7.5 What is your best estimate for the number of unique public computer users at this venue per week? [Specify →]	(Q7_5)
(R7_6)	7.6 What percent of these are female? [Specify →]	(Q7_6)
	7.7 On average, what percent of computer users from the public is from each age group below?	
(R7_7a)	a. Children (less than 15 years old) [Specify →]	(Q7_7a)
(R7_7b)	b. Teenagers/young adults (Ages 16 -24) [Specify →]	(Q7_7b)
(R7_7c)	c. Adults (Ages 25-65) [Specify →]	(Q7_7c)
(R7_7d)	d. Seniors (above 65) [Specify →]	(Q7_7d)

R	QUESTION	WRITE IN ANSWER		
		MALE	FEMALE	DON'T KNOW
	7.8 On average, what percent of computer users from the public in each age group are male and female? [If in previous question it is found certain age groups do not use this venue, mark n/a for that category below]			
(R7_8a)	a. Children (less than 15 years old) [Specify →]	(Q7_8am)	(Q7_8af)	(Q7_8a) <input type="checkbox"/>
(R7_8b)	b. Teenagers/young adults (Ages 16 -24) [Specify →]	(Q7_8bm)	(Q7_8bf)	(Q7_8b) <input type="checkbox"/>
(R7_8c)	c. Adults (Ages 25-65) [Specify →]	(Q7_8cm)	(Q7_8cf)	(Q7_8c) <input type="checkbox"/>
(R7_8d)	d. Seniors (above 65) [Specify →]	(Q7_8dm)	(Q7_8df)	(Q7_8d) <input type="checkbox"/>

SECTION 7: TRAFFIC AND USAGE

R	QUESTION	WRITE IN ANSWER	DON'T KNOW
(R7_9)	7.9 What percentage of computer users from the public are repeat or regular users? [Specify ➔]	(Q7_9x)	(Q7_9) <input type="checkbox"/>

R	QUESTION	HOURS	MINUTES	N/A (there is no limit)
(R7_10)	7.10 In general, what is the time limit for public computer usage?	(Q7_10h)	(Q7_10m)	(Q7_10) <input type="checkbox"/>
(R7_11)	7.11 On average, how long does a public computer user session typically last?	(Q7_11h)	(Q7_11m)	(Q7_11) <input type="checkbox"/>

R	QUESTION	
(R7_12)	7.12 Does this venue have enough computers to meet demand by public users? (Q7_12)	
	<input type="checkbox"/> Yes	
	<input type="checkbox"/> No	
(R7_13)	7.13 Do you think the Internet connection speed is fast enough for what the typical public computer user wants to do? (Q7_13)	
	<input type="checkbox"/> Yes	
	<input type="checkbox"/> No	
(R7_14)	7.14 Are public computer users allowed to share computers? (Q7_14)	
	<input type="checkbox"/> Yes	
	<input type="checkbox"/> No [Skip to 7.20]	
(R7_15)	7.15 What is the maximum number of public users who are allowed to use a single computer at one time? (Q7_15)	
	<input type="checkbox"/> 2	
	<input type="checkbox"/> 3	
	<input type="checkbox"/> 4+	
	<input type="checkbox"/> No maximum	
(R7_16)	7.16 How often do public users share computers? (Q7_16)	
	<input type="checkbox"/> Frequently	
	<input type="checkbox"/> Sometimes	
	<input type="checkbox"/> Rarely	
(R7_17)	7.17 How many public users generally share a computer at a time? [Specify ➔]	(Q7_17)
(R7_18)	7.18 Are public users that share computers generally: (Q7_18)	
	<input type="checkbox"/> Male	
	<input type="checkbox"/> Female	
	<input type="checkbox"/> No difference	
(R7_19)	7.19 In general, how old are public users that share computers? (Q7_19)	
	<input type="checkbox"/> Children (less than 15 years old)	
	<input type="checkbox"/> Teenagers/young adults (Ages 15 -24)	
	<input type="checkbox"/> Adults (Ages 25-64)	
	<input type="checkbox"/> Seniors (above 65)	
	<input type="checkbox"/> Mixed ages	
	<input type="checkbox"/> No difference (all ages share computers)	
	• [Skip to 7.21]	
(R7_20)	7.20 Why does this venue not allow sharing? (Q7_20)	
	<input type="checkbox"/> Too noisy	
	<input type="checkbox"/> To increase revenue	

SECTION 7: TRAFFIC AND USAGE

R	QUESTION	
	<input type="checkbox"/> Other [Specify →]	(Q7_20x)

R	QUESTION	WRITE IN ANSWER
(R7_21)	7.21 Generally speaking, which of the following are the top TWO activities users perform on computers in this venue? [Choose only TWO] Are they	
	<input type="checkbox"/> Income related activities, such as looking for work or selling goods (Q7_21_1)	
	<input type="checkbox"/> Education or learning activities, such as getting homework help or taking a class (Q7_21_2)	
	<input type="checkbox"/> Health or wellness need activities, such as searching for doctors or looking up disease information (Q7_21_3)	
	<input type="checkbox"/> Looking for and using government services (Q7_21_4)	
	<input type="checkbox"/> Cultural activities, such as organizing cultural events or finding information online in your local language (Q7_21_5)	
	<input type="checkbox"/> Personal communication and other leisure activities, such as contacting friends and family or playing games (Q7_21_6)	
	<input type="checkbox"/> Don't know (Q7_21_7)	
(R7_22)	7.22 Generally speaking, which of the following are the top TWO computer-related areas users ask for assistance in at this venue? [Choose only TWO] Are they	
	<input type="checkbox"/> Problems using computer hardware (Q7_22_1)	
	<input type="checkbox"/> Problems with Internet connectivity (Q7_22_2)	
	<input type="checkbox"/> Problems using software (Q7_22_3)	
	<input type="checkbox"/> Searching for employment, business, or work information (Q7_22_4)	
	<input type="checkbox"/> Searching for health information (Q7_22_5)	
	<input type="checkbox"/> Searching for educational information (Q7_22_6)	
	<input type="checkbox"/> Searching for online government services (Q7_22_7)	
	<input type="checkbox"/> Searching for local or international news (Q7_22_8)	
	<input type="checkbox"/> Searching for culture and language information (Q7_22_9)	
	<input type="checkbox"/> Performing communication activities, such as emailing or using social networking (Q7_22_10)	
	<input type="checkbox"/> Producing online content, such as building websites (Q7_22_11)	
	<input type="checkbox"/> Other (Q7_22_12)	
(R7_23)	7.23 Finally, what do you feel are the THREE biggest challenges this venue faces? [rank top THREE]	
	1) (Q7_23_1)	
	2) (Q7_23_2)	
	3) (Q7_23_3)	
	<input type="checkbox"/> There are no challenges (Q7_23)	

SECTION 8: CHANGES AT THE VENUE

The next questions will be about changes in public computer user patterns since you began working at this venue.

R	QUESTION	
(R8_1)	8.1 Since you began working at this venue, what kinds of changes have occurred in the number of public computer users at this venue? Was there a (Q8_1)	
	<input type="checkbox"/> 1 Large increase	
	<input type="checkbox"/> 2 Moderate increase	
	<input type="checkbox"/> 3 No change	
	<input type="checkbox"/> 4 Moderate decrease	
	<input type="checkbox"/> 5 Large decrease	

R	QUESTION	
(R8_2)	8.2 Since you began working at this venue, has the number of computers this venue provides for public use increased, decreased, or stayed the same? (Q8_2)	
	a. Increased	
	b. Stayed the same	
	c. Decreased	

R	QUESTION	RESPONSE OPTION					
		INCREASED GREATLY	INCREASED MODERATELY	STAYED THE SAME	DECREASED MODERATELY	DECREASED GREATLY	DON'T KNOW
	8.3 Since you began working at this venue, what kinds of changes have occurred in the type of computer users at this venue?						
(R8_3a)	a. Has the average age (Q8_3a)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R8_3b)	b. Has the total number of female users (Q8_3b)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R8_3c)	c. Has the total number of disabled users (Q8_3c)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R8_3d)	d. Has the total number of low-income users (Q8_3d)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
	8.4 Since you began working at this venue, what kinds of changes have occurred in the amount of time computer users at this venue spend doing the following activities?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R8_4a)	a. Communication activities (email, chatting, etc) (Q8_4a)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R8_4b)	b. Playing games (Q8_4b)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
(R8_4c)	c. Searching for specific information on things like health, education, and job openings (Q8_4c)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

SECTION 9: VENUE IMPACTS

R	QUESTION	WRITE IN	
(R9_1)	9.1 Please rank the two most important ways in which working at this venue has impacted you? [specify most important and second most important➡]	[WRITE IN PRIORITY LETTERS FROM LEFT HAND COLUMN]	
	a. Provided a source of income	Most Important <input style="width: 30px; height: 30px; border: 1px solid black;" type="checkbox"/> (Q9_1_1)	Second Most Important <input style="width: 30px; height: 30px; border: 1px solid black;" type="checkbox"/> (Q9_1_2)
	b. Increased your ICT skills		
	c. Increased your access to information and communication		
	d. Increased your social networks through meeting people at this and other venues		
	e. Feeling more a part of the community		
	f. Other (Specify: _____ (Q9_1x) _____)		

R	QUESTION	RESPONSE OPTION					
		HIGHLY POSITIVE	SLIGHTLY POSITIVE	HIGHLY NEGATIVE	SLIGHTLY NEGATIVE	NO IMPACT	DON'T KNOW
	9.2 To the extent you can ascertain, what has been the overall impact on venue users from their use of computers at this venue in each of the following areas:						
(R9_2a)	a. Their income (Q9_2a)	1	2	3	4	5	6
(R9_2b)	b. Their ability to find work (Q9_2b)	1	2	3	4	5	6
(R9_2c)	c. Their education (Q9_2c)	1	2	3	4	5	6
(R9_2d)	d. Their health (Q9_2d)	1	2	3	4	5	6
(R9_2e)	e. Their level of civic engagement (Q9_2e)	1	2	3	4	5	6
(R9_2f)	f. Their ability to access information from the government (Q9_2f)	1	2	3	4	5	6
(R9_2g)	g. Their ability to engage in the democratic process, like voting (Q9_2g)	1	2	3	4	5	6
(R9_2h)	h. Their ability to use, share, learn, and perpetuate their local language and culture (Q9_2h)	1	2	3	4	5	6
(R9_2i)	i. Their time savings (Q9_2i)	1	2	3	4	5	6
(R9_2j)	j. Their financial savings (Q9_2j)	1	2	3	4	5	6
(R9_2k)	k. Their ability to meet new people (Q9_2k)	1	2	3	4	5	6
(R9_2l)	l. Their ability to communicate with family and friends (Q9_2l)	1	2	3	4	5	6
(R9_2m)	m. Their ability to send or receive money to or from family/friends (Q9_2m)	1	2	3	4	5	6

R	QUESTION	WRITE IN
(R9_3)	9.3 In your opinion, what has been the biggest impact of public access to ICT at this venue on the community at large?	(Q9_3)

SECTION 10: DEMOGRAPHICS

Now we'd like to ask you a few questions about yourself.

R	QUESTION	WRITE IN
<input type="checkbox"/>	10.1 What is your gender? (Q10_1)	
	<input type="checkbox"/> 1 Male	
	<input type="checkbox"/> 2 Female	
	<input type="checkbox"/> 3 Other	
<input type="checkbox"/>	10.2 What is your age? (Q10_2)	
	<input type="checkbox"/> 1 12-15	
	<input type="checkbox"/> 2 16-19	
	<input type="checkbox"/> 3 20-24	
	<input type="checkbox"/> 4 25-34	
	<input type="checkbox"/> 5 35-49	
	<input type="checkbox"/> 6 50-65	
	<input type="checkbox"/> 7 Older than 65	
<input type="checkbox"/>	10.3 What is your nationality? [Specify ➔]	(Q10_3)
<input type="checkbox"/>	10.4 What is the highest level of formal education you have completed? (Q10_4)	
	<input type="checkbox"/> 1 Pre-primary education (no formal schooling)	
	<input type="checkbox"/> 2 Primary education/First stage of basic education (grade school or equivalent)	
	<input type="checkbox"/> 3 Secondary education (high school or equivalent)	
	<input type="checkbox"/> 4 Post-secondary non-tertiary education (vocational or trade school)	
	<input type="checkbox"/> 5 Tertiary education (college/university degree) or higher	
	<input type="checkbox"/> 6 Don't know	
<input type="checkbox"/>	10.5 Have you received training specific to working at a public access computing center? (Q10_5)	
	<input type="checkbox"/> 1 Yes	
	<input type="checkbox"/> 2 No [Skip to 10.7]	
<input type="checkbox"/>	10.6 How many months of:	
	Formal training [Specify ➔]	(Q10_6_1)
	Informal training (e.g. self-teaching, teaching from friend) [Specify ➔]	(Q10_6_2)

SECTION 10: DEMOGRAPHICS

R	QUESTION	WRITE IN
<input type="checkbox"/>	10.7 What is your primary language of communication? [choose ONE] (Q10_7)	
	1 <<Language 1>>	
	2 <<Language 2>>	
	3 <<Language 3>>	
	4 <<Language 4>>	
<input type="checkbox"/>	10.8 What is your reading ability in your <i>primary</i> language? (Q10_8)	
	1 None	
	2 Poor	
	3 Fair	
	4 Good	
	5 Very Good	
<input type="checkbox"/>	10.9 What is your writing ability in your <i>primary</i> language? (Q10_9)	
	1 None	
	2 Poor	
	3 Fair	
	4 Good	
	5 Very Good	
<input type="checkbox"/>	10.10 What is your reading ability in << <i>national language</i> >>? (Q10_10)	
	1 None	
	2 Poor	
	3 Fair	
	4 Good	
	5 Very Good	
	6 Not applicable – << <i>national language</i> >> is primary language [Skip to 10.12]	
<input type="checkbox"/>	10.11 What is your writing ability in << <i>national language</i> >>? (Q10_11)	
	1 None	
	2 Poor	
	3 Fair	
	4 Good	
	5 Very Good	
	6 Not applicable – << <i>national language</i> >> is primary language	
<input type="checkbox"/>	10.12 What is your <i>English</i> proficiency? (Q10_12)	
	1 None	
	2 Poor	
	3 Fair	
	4 Good	
	5 Very Good	
	6 Not applicable – English is primary language	
<input type="checkbox"/>	10.13 Do you have any type of physical disability? (Q10_13)	
	1 Yes	
	2 No [Skip to 10.15]	
	3 Don't know [Skip to 10.15]	
	4 No response [Skip to 10.15]	
<input type="checkbox"/>	10.14 In what ways does your disability affect you? [check all that apply]	

SECTION 10: DEMOGRAPHICS

R	QUESTION	WRITE IN
	<input type="checkbox"/> Seeing (Q10_14_1)	
	<input type="checkbox"/> Hearing(Q10_14_2)	
	<input type="checkbox"/> Using arms(Q10_14_3)	
	<input type="checkbox"/> Using legs(Q10_14_4)	
	<input type="checkbox"/> Combination of the above (Q10_14_5)	
	<input type="checkbox"/> Other (Q10_14_6) [Specify ➔]	(Q10_14_6x)
<input type="checkbox"/>	10.15 Including yourself how many adults live in your home? (individuals older than 18 years old) [Specify ➔]	(Q10_15)
<input type="checkbox"/>	10.16 How many children live in your home? (individuals under 18 years old) [Specify ➔]	(Q10_16)
<input type="checkbox"/>	10.17 Is your home: (Q10_17)	
	<input type="checkbox"/> 1 Owned by or being bought by you or someone in your household	
	<input type="checkbox"/> 2 Rented	
	<input type="checkbox"/> 3 Occupied without payment of rent	
	<input type="checkbox"/> 4 Don't know	
<input type="checkbox"/>	10.18 What is your source of fresh water at home? (Q10_18)	
	<input type="checkbox"/> 1 Private well	
	<input type="checkbox"/> 2 Public well	
	<input type="checkbox"/> 3 Pipe-borne water	
	<input type="checkbox"/> 4 Other [Specify ➔]	
<input type="checkbox"/>	10.19 Do you have the following at home? [check all that apply]	
	<input type="checkbox"/> 1 Computer (Q10_19_1)	
	<input type="checkbox"/> 1 Internet connection (Q10_19_2)	
	<input type="checkbox"/> 1 Television set (Q10_19_3)	
	<input type="checkbox"/> 1 Satellite for television (Q10_19_4)	
	<input type="checkbox"/> 1 Radio (Q10_19_5)	
	<input type="checkbox"/> 1 Car (Q10_19_6)	
	<input type="checkbox"/> 1 Electricity (Q10_19_7)	
	<input type="checkbox"/> 1 Landline phone (Q10_19_8)	
	<input type="checkbox"/> 1 Mobile phone (Q10_19_9)	
<input type="checkbox"/>	10.20 Are you the owner of this venue? (Q10_20)	
	<input type="checkbox"/> 1 Yes	
	<input type="checkbox"/> 2 No [Skip to 10.27]	
<input type="checkbox"/>	10.21 How long have you owned it? [Specify ➔]	(Q10_21y)Year(s)/(Q10_21m)Month(s)
<input type="checkbox"/>	10.22 What is the best description of your main responsibilities at this venue? (choose only one) (Q10_22)	
	<input type="checkbox"/> 1 Financial/personnel manager of the facility	
	<input type="checkbox"/> 2 Registrar of users	
	<input type="checkbox"/> 3 Teacher/trainer of users	
	<input type="checkbox"/> 4 Technician	
	<input type="checkbox"/> 5 Responsible for conducting all venue activities (only employee/worker)	
	<input type="checkbox"/> 6 Other [Specify ➔]	(Q10_22x)
<input type="checkbox"/>	10.23 Do you get income from owning/working at this venue? (Q10_23)	
	<input type="checkbox"/> 1 Yes	
	<input type="checkbox"/> 2 No [Skip to 10.25]	
<input type="checkbox"/>	10.24 Is this your main source of income? (Q10_24)	

SECTION 10: DEMOGRAPHICS

R	QUESTION	WRITE IN
	<input type="checkbox"/> 1 Yes	
	<input type="checkbox"/> 2 No	
<input type="checkbox"/>	10.25 What is your current occupational status? (Q10_25)	
	<input type="checkbox"/> 1 Self employed	
	<input type="checkbox"/> 2 Employed part time	
	<input type="checkbox"/> 3 Employed full time	
	<input type="checkbox"/> 4 Unemployed looking for a job	
	<input type="checkbox"/> 5 Unemployed not looking for a job	
	<input type="checkbox"/> 6 Retired	
	<input type="checkbox"/> 7 Student	
	<input type="checkbox"/> 8 Homemaker	
	<input type="checkbox"/> 9 Other [Specify ➔]	(Q10_25x)
	• [Skip to 10.28]	
<input type="checkbox"/>	10.26 For how long have you worked here? (Q10_26)	
	<input type="checkbox"/> 1 Less than 3 months	
	<input type="checkbox"/> 2 3-6 months	
	<input type="checkbox"/> 3 6 months – 1 year	
	<input type="checkbox"/> 4 1-2 years	
	<input type="checkbox"/> 5 More than 2 years	
<input type="checkbox"/>	10.27 What is the best description of your main responsibilities at this venue? [choose ONE] (Q10_27)	
	<input type="checkbox"/> 1 Financial/personnel manager of the facility	
	<input type="checkbox"/> 2 Registrar of users	
	<input type="checkbox"/> 3 Teacher/trainer of users	
	<input type="checkbox"/> 4 Technician	
	<input type="checkbox"/> 5 Responsible for conducting all venue activities (only employee/worker)	
	<input type="checkbox"/> 6 Other [Specify ➔]	(Q10_27x)
<input type="checkbox"/>	10.28 Do you get paid for working here? (Q10_28)	
	<input type="checkbox"/> 1 Yes	
	<input type="checkbox"/> 2 No [Skip to 10.31]	
<input type="checkbox"/>	10.29 Is this your main source of income? (Q10_29)	
	<input type="checkbox"/> 1 Yes	
	<input type="checkbox"/> 2 No	

SECTION 10: DEMOGRAPHICS

R	QUESTION	WRITE IN
<input type="checkbox"/>	10.30 What is your current occupational status? (Q10_30) <input type="checkbox"/> 1 Self employed <input type="checkbox"/> 2 Employed part time <input type="checkbox"/> 3 Employed full time <input type="checkbox"/> 4 Unemployed not looking for a job <input type="checkbox"/> 5 Unemployed looking for a job <input type="checkbox"/> 6 Retired <input type="checkbox"/> 7 Student <input type="checkbox"/> 8 Homemaker <input type="checkbox"/> 9 Other [Specify ➔]	(Q10_30x)
<input type="checkbox"/>	10.31 What is your personal monthly income? [refer to net income, after taxes, and include all sources] (Q10_31) <input type="checkbox"/> 1 0 <input type="checkbox"/> 2 <<Range 1>> <input type="checkbox"/> 3 <<Range 2>> <input type="checkbox"/> 4 <<Range 3>> <input type="checkbox"/> 5 <<Range 4>> <input type="checkbox"/> 6 <<Range 5>> <input type="checkbox"/> 7 <<Range 6>> <input type="checkbox"/> 8 <<Range 7>> <input type="checkbox"/> 9 <<Range 8>> <input type="checkbox"/> 10 <<Range 9>> <input type="checkbox"/> 11 <<Range 10>> <input type="checkbox"/> 12 <<Range 11>> <input type="checkbox"/> 13 <<Range 12>>	
<input type="checkbox"/>	10.32 What is your <i>household</i> monthly income? [refer to net income, after taxes, and include all sources] (Q10_32) <input type="checkbox"/> 1 0 <input type="checkbox"/> 2 <<Range 1>> <input type="checkbox"/> 3 <<Range 2>> <input type="checkbox"/> 4 <<Range 3>> <input type="checkbox"/> 5 <<Range 4>> <input type="checkbox"/> 6 <<Range 5>> <input type="checkbox"/> 7 <<Range 6>> <input type="checkbox"/> 8 <<Range 7>> <input type="checkbox"/> 9 <<Range 8>> <input type="checkbox"/> 10 <<Range 9>> <input type="checkbox"/> 11 <<Range 10>> <input type="checkbox"/> 12 <<Range 11>> <input type="checkbox"/> 13 <<Range 12>>	
<input type="checkbox"/>	10.33 This is an important research project and we value your opinions on this and appreciate your willingness to participate in a follow-up survey by email in the future. Would you be willing to participate in a follow-up survey by email or phone in the future? We will keep your information confidential. (Q10_33) <input type="checkbox"/> 1 Yes [Specify ➔] <input type="checkbox"/> 2 No	Email: (Q10_33e) Phone: (Q10_33p)

END TIME	(END_1) (END_2) 00:00 PM/AM
----------	--------------------------------